

Other State's Consumer Bill of Rights

Wisconsin: Your Rights as a Telephone Customer

1. The right to choose your provider of telephone service: When more than one provider is available, you can choose the one provider you prefer.
2. The right to be informed: When you apply for telephone service, the utility must inform you of the basic service available and give you a description of the general service types. The phone company also must tell you about the range of monthly rates for these service.
3. The right to quality service: Each local telephone utility must list in the telephone directory a 24-hour repair service number. You can call this number regarding emergencies, utility service deficiencies such as interruptions to service, noise, or static on the lines, dial-tone delays etc.
4. The right to receive assistance: Utilities must provide you with information on programs to assist qualifying low-income customers in establishing telephone service or paying monthly bills.
5. The right to dispute charges or services: If you are not receiving the service you requested, or if you feel you are being taken advantage of, you have the right to file a complaint and have your problem investigated.

For details see <http://www.psc.state.wi.us/writings/consinfo/telwatch/rights.htm>

Ohio: Telephone Customer Bill of Rights

The Public Utilities commission of Ohio (PUCO) is a state agency that has authority over many aspects of the service provided by your telephone company including rates and quality of service. This "bill of rights" summarizes some of the PUCO's rules for telephone companies. Some of the topics covered in this summary are:

Blocking

Buying or Leasing Your Telephone

Customer Appointments

Deposits

Disconnection Service

Stop Disconnection

Harassing Calls

Maintenance of Equipment and Service

Operator Services

Ordering Services

Paying Your bill

Pay-per-Use Features

Providing Your Service

Repairing Out-of-Service Conditions Where Medical or Life-threatening Conditions Exist

Resolving Problems and Disputes

Informal Complaints

Formal Complaints

Service Connection Fees

Slamming

Undercharges and Refunds

For details see <http://www.puc.stat.oh.us/Consumer/Telephone/billofrgths.html>

Attachment C

California: Consumer Rights

1. Right of Disclosure: Consumers have a right to receive clear and complete terms and conditions for service agreements and disclosures of prices for goods and services, and to affirmatively accept all terms and conditions before being charged for services.
2. Right of Choice: Consumers have a right to select their service vendors, and to have the choice respected by industry.
3. Right of Privacy: Consumers have a right to personal privacy, to protection from unauthorized use of their records and personal information, and to reject intrusive communications and technology.
4. Right of Public Participation: Consumers have a right to participate in public policy proceedings and shall be informed of means to participate.
5. Right of Oversight and Enforcement: Consumers have a right to be informed of their rights and what agency enforces those rights. Consumers have a right to address how well state and federal regulators monitor and implement consumer protections on their behalf.
6. Right of Accurate Bills and Redress: Consumers have a right to be accurately billed for services they authorize and the opportunity of redress for problems they encounter. Vendors of telecommunications services shall provide clear information explaining how and where consumers can complain. Consumers shall have their complaints addressed in a timely manner and without harassment.

For details see <http://www.cpuc.ca.gov/static/industry/telco/current+telco+issues/billofrights.htm>

Vermont: Consumer Bill of Rights

1. Consumers shall have the right to know and control what they are buying.
2. Consumers shall have the right to know from whom they are buying.
3. Consumers shall have the right to know the full price of the goods and services that they are purchasing.
4. Consumers shall have the right to reasonable payment terms.
5. Consumers shall have the right to fair treatment by all providers.
6. Consumers shall have the right to impartial resolution of disputes.
7. Consumers shall have the right to reasonable compensation for poor service quality.
8. Consumers shall have the right of access to basic local exchange service as long as basic local exchange service charges are paid, regardless of whether they have paid any charges for non-basic local exchange services.
9. Consumers shall have the right to be free of improper discrimination in prices, terms, conditions, or offers.
10. Consumers shall have the right to privacy by controlling the release of information about themselves and their calling patterns and by controlling unreasonable intrusions upon their privacy.
11. Consumers shall have the right to join with other consumers for mutual benefit

Source: PSB Proposal for Decision, Docket 5903, 2/24/99, 30.

www.state.vt.us/psd/tel00/tel00x09.htm